

Angela Montana

Counseling ♦ Case Management ♦ Program Facilitation ♦ Community Involvement ♦ Crisis Intervention ♦ Patient Care

WORK EXPERIENCE

08/2001 – present **Lakeshore Children’s Hospital** **Palo Alto, CA**
Medical Social Work Intern

Provide crisis intervention, long-term care planning, illness management, grief and bereavement support, patient and family counseling, and community referrals for liver transplant recipients and patients dealing with acute, chronic, or serious illness. Caseload includes 25 inpatients and outpatients at various stages of the diagnosis-illness-recovery process.

- ♦ Conduct comprehensive initial and ongoing psychosocial assessments for pediatric patients and families.
- ♦ Co-facilitate educational group for up to 10 pediatric patients awaiting, or living with, solid organ transplants.
- ♦ Collaborate with multidisciplinary team via care rounds, unit meetings, and patient-selection forums.
- ♦ Work within Family-Centered Care model and help plan program’s hospital-wide expansion.

04/2001 – present **ABC Employment Services** **San Francisco, CA**
Vocational Counselor (consultant)

Provide comprehensive vocational services, counseling, and advocacy to injured workers returning to the workforce.

- ♦ Conduct social-vocational assessments to ensure job satisfaction, financial stability, and medical feasibility.
- ♦ Facilitate clients’ job search; help formulate educational, financial, and employment goals and strategies.
- ♦ Advocate for services and benefits by collaborating with physicians, employers, and insurance claims adjusters.

10/2000 – 08/2001 **RemCore Regional Center** **San Mateo, CA**
Case Manager

Advocated customer-oriented educational programs and services in San Mateo County by conducting needs assessments and requesting funding for resources, in collaboration with the interdisciplinary team.

- ♦ Reconnected with developmentally disabled clients and their families after a year or more of absenteeism.
- ♦ Coordinated day programs, transportation, childcare, in-home support, and educational and vocational services.
- ♦ Visited vocational and recreational program sites to assess appropriateness and progress.

Social Work Intern (6 months)

Provided comprehensive case management services, including crisis management, to 10 developmentally disabled individuals and their families, in collaboration with the interdisciplinary team.

- ♦ Conducted psychosocial assessments and determined annual needs; co-facilitated education and socialization group.
- ♦ Coordinated medical, educational, behavioral, psychological, and social services.

06/1997 – 04/2001 **DHS, Inc. Job Placement Services** **San Francisco, CA**
Vocational Counselor

Managed caseload of 30 disabled people in training for, acquiring, and maintaining employment, in collaboration with the multidisciplinary team.

- ♦ Established community-employer relations and negotiated workplace accommodations.
- ♦ Advised clients on education, career planning, and goal-setting; coordinated resources.
- ♦ Researched and recorded progress; assessed job readiness, compatibility, and technical and interpersonal skills.
- ♦ Mediated and resolved all problems, crises, and conflicts; implemented behavior modification plans.

09/1999 – 02/2000 **R&K Illness and Recovery Program** **Los Gatos, CA**
Program Coordinator

Planned and developed multidisciplinary supplements to the medical chronic pain management program in order to illustrate clients’ progress toward specific medical, functional, and vocational rehabilitation goals.

- ♦ Directed vocational rehabilitation component; resolved programmatic quality control issues.
- ♦ Created comprehensive documentation and reporting system using Microsoft Excel and Word.
- ♦ Generated over 15 referrals through direct marketing and community networking.

04/1998 – 08/1999 **Llordes Pain Medication Company** **Palo Alto, CA**
Vocational Specialist

Assessed chronic pain program patients via intake, comprehensive testing, and ongoing functional and occupational evaluations in order to interpret job readiness and motivation.

- ◆ Coached patients through the (return-to-work) vocational rehabilitation and functional improvement process.
- ◆ Lectured clients on Workers' Compensation laws
- ◆ Documented patient progress weekly and presented reports at internal conferences

OTHER EXPERIENCE

01/1999 – 03/2000 **Donald Petersbilt, PhD** **Redwood City, CA**
Editor / Proofreader

- ◆ Edited and proofread psychological evaluations and reports for submission to insurance providers and attorneys.
- ◆ Edited 500-page treatment and self-improvement manuscript publication.
- ◆ Contributed strategy information regarding vocational rehabilitation, counseling, and treatment.

1990 – 1998 **Macy's** **San Francisco, CA**
Customer Service Representative

- ◆ Voted "Customer Service All-star" by peers for 'exemplary service above and beyond the call of duty.'

EDUCATION

2000 – 2002 **Master's of Social Welfare (MSW), Health specialization**, University of San Francisco
 1995 – 1997 **Bachelor's of Social Work, Summa Cum Laude**, University of Connecticut
 1993 – 1997 Associate's Degree, Liberal Arts, *High Honors*, Middlebury College